



UPCOUNTY CITIZENS ADVISORY BOARD

Meeting Summary January 24, 2011

Approval of December 13, 2010 Meeting Summary

The meeting was called to order by Chairperson Joel Cockrell.

Introductions

Introductions of members and guests were made around the room.

Update from Upcounty Regional Services Center Staff

No report (Director was out)

Update from the County Council

Dale Tibbitts from Councilmember Marc Elrich's office shared the following highlights:

- Various Council committees will consider Bill 6-10 Erosion and Sediment Control violation fines on January 31.
- There will be a briefing on the State Transportation Projects Priority List on February 3.

Presentation: MC311: Montgomery County's new telephone number to find government programs and services; Leslie Hamm, Manager, MC311 Customer Service Center

Ms. Hamm gave a presentation on Montgomery County's new telephone system, MC311 Customer Service Center and Self Service Portal.

Some background on MC311 :

- The County Executive's objective was to provide a single three-digit number that allowed customers to call one easy to remember number to access Montgomery County information and services.
- The ability for County departments and County residents to better track service requests.
- Real-time information and analysis that allows County government to more effectively plan and allocate resources.
- A user-friendly 24/7 website
- Consolidated County department call services and information tracking systems to provide greater efficiency and save money.

The four types of calls typically made to MC311 are:

- Information requests (70% to 80% of all calls)
- Service Requests (for county services, etc.)
- Referrals
- Complaints, feedback, and opinions

Some important features of MC311 are:

- Information can be accessed and service requests can be created or tracked on MC311's new website: www.montgomerycountymd.gov/311

- About 30 County government information and referral phone numbers are answered directly by MC311 (all other County phone numbers can be dialed directly)
- There are trained representatives who speak Spanish, Korean, Chinese, Vietnamese and French available; there is also a language interpretation service for other languages.
- MC311 has projected more than \$10 million in savings in FY10 and FY11
- MC311 is also designed to support the County's 911 emergency system by diverting some non-emergency calls that are currently answered by 911 operators – freeing up 911 time to focus on emergencies.

Other 311 systems that have been launched successfully across the country include:

- City of Baltimore
- Chicago, IL
- Washington, DC
- Miami, FL
- New York City, NY

Report from the Chairperson

Chairperson Joel Cockrell discussed with the Board about future guest speakers for upcoming Full Board meetings. A discussion ensued with some suggestions about inviting a member of the school board to discuss the impact of the budget on the schools; another suggestion was to have presentations from both the Fire and Police chiefs.

Committee and Liaison Reports

Land Use and Preservation Committee – No report.

Quality of Life Committee – No report.

Airpark Liaison Committee – No report.

Upcounty Regional Recreation Advisory Board Liaison - No report.

Dickerson Facilities Implementation Group (DFIG) – No report.

Speed Cameras Advisory Committee– No report.

Shady Grove Implementation Advisory Committee (SGIAG) –

Permitting Services Advisory Committee –No report

Northern Region Recreation Advisory Board – No report

Smart Growth Initiative Implementation Group –No report

The meeting adjourned at 9:05 p.m.

Members present: Joel Cockrell, Bob Owolabi, Juan Cardenes, Andy Aviles, Cherian Eapen, Matthew Leaken, Doug Noble, Pat Seals, Bob Thompson, Rebecca Walker, Jim Wallace

Other Guests: Sharon Dooley (Upcounty Action)

Staff present: Andrea Bush